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**INFORMATION DISCLOSURE
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| Application Number | 09/769,526 |
| Filing Date | January 25, 2000 |
| First Named Inventor | Freeland G. YOUNG, III et al. |
| Art Unit | 3626 |
| Examiner Name | Alexander G. Kalinowski |

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| Sheet | 1 | of | 1 | Attorney Docket Number | 52493.000133 |
|-------|---|----|---|------------------------|--------------|

U.S. PATENT DOCUMENTS

| *Examiner Initials | Cite No. | DOCUMENT NUMBER Number - Kind Code (if known) | Publication Date MM-DD-YYYY | Name of Patentee or Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear |
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| AK | 1. | US- 5195170 | 03-16-1993 | Eberhardt | |
| | 2. | US- 5615121 | 03-25-1997 | Babayev et al. | |
| | 3. | US- 5737728 | 04-07-1998 | Sisley et al. | |
| | 4. | US- 5943652 | 08-24-1999 | Sisley et al. | |
| | 5. | US- 5963911 | 10-05-1999 | Walker et al. | |
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| | 7. | US- 6324568 | 11-27-2001 | Diec | |
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| AK | 11. | US- 6662164 | 12-09-2003 | Koppelman et al. | |

NON-PATENT LITERATURE DOCUMENTS

| *Examiner Initials | Cite No. | Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published | TRANSLATION | |
|--------------------|----------|--|-------------|----|
| | | | YES | NO |
| AK | 12. | AKIBIA, CRM: Case Studies, Consulting: Clients, < http://www.polaris1.com/ecrm/casestudies/citibank/default.asp >, printed 3/26/02, 2 pages | | |
| AK | 13. | SIEBELFANS.COM, What is Siebel?, < http://www.siebelfans.com/More_on_siebel.htm >, printed 3/26/02, 3 pages | | |
| AK | 14. | SIEBEL.COM, "Implementing Best practices," http://www.siebel.com/call-center/workflow-automation.shtm , printed 2/24/05, 2 pages | | |

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